

**This document provided by:
Town of North Andover Solid Waste Advisory Committee**

Hauler Guidance

The North Andover SWAC assembled a number of pictures of Banned materials commingled with trash and compiled suggestions as to what Waste Management, Inc. should do in each case under the current laws and rules. The laws and rules are as stated in the attached document (pages 13 and on) and can be summarized as follows:

- 1) Certain solid waste (hazardous, bulky metal, white goods, etc.) may not be taken curbside by WMI under any circumstances.
- 2) 'Banned' items (mainly recyclables such as cardboard, plastics, etc.) may not be put in the trash. If Banned items are put in with trash then the Town will have reason to refuse to pick up such 'commingled' trash and recyclables (per our Trash bylaw attached).
- 3) Certain Banned recyclable paper becomes trash if it is soiled or contaminated "as a result of normal intended use" (common examples are greasy pizza boxes, dirty paper plates, or used Kleenex); those items must be properly disposed of in the trash. Otherwise recyclable items soiled on purpose, not as a result of normal intended use, are still Banned and should be stickered.
- 4) If a homeowner wants to dispose of Banned items properly using the Town recycling service then they must prepare their materials as described in the Town recycling instructions and either leave them curbside with a red recycling bin or bring them to a designated recycling drop-off area.

On the following pages are various pictures of mixed trash and Banned items. The situation in each picture is described and one or more actions are recommended based on the Rules proposed.

It is important to note that the overall goal is to help people, the Town, and their agents to follow the letter and the spirit of the law and to divert most Banned material to recycling, thereby saving the Town money. At the same time, practicality, efficiency, and reasonableness are also considerations.

Here is a situation where someone has put out a not-flattened cardboard box and some plastics between their trashcan and their red recycling bin. Under the old system WMI would pick up the trash in the can and also pick up the plastic and cardboard. When the homeowner came home at the end of the day, the trash and the recycling were both gone. They may think, incorrectly, that they have done everything right, not knowing that WMI took some of their recyclables instead of the recycling collector.



One rule of system design is "Make it harder to do it wrong than to do it right." Recycling does require some effort to 'do it right', and most people see that that effort is justified by the cumulative positive benefits to their community. If we allow people to openly and visibly flout the law and take the easy way out by not recycling properly, it makes it harder for the rest of the Town but it provides a positive incentive to the individual to continue to flout the law. If instead we leave improperly prepared trash or recyclables with instructions on how to 'do it right', then that person has not made it easier for themselves by disobeying the law, they have made it harder on themselves because now they have to handle the materials a second time (collect them from curbside and store them) and a third time (to prepare and dispose of them properly).

The main reasons to ‘Sticker and Leave’ recyclables are (1) to help people understand how to recycle and (2) so they are not rewarded for disobeying the law, or (3) so they are not fooled into thinking they are recycling when they are not, as in the situation pictured above.

Following is a list of the proposed General Rules of Trash Collecting in North Andover. These are based on the laws and goals stated or referenced above (legality mixed with practicality). These were proposals, not legal opinion.

Definitions:

- Hazardous Waste: biohazard or medical waste, solvents, liquid paint, etc. See [List](#) on page 11.
- Banned = 310 CMR 19.017 and/or North Andover Bylaws list as illegal to put in the trash (complete lists pages 15 & 17); in most cases, Banned = Recyclable.
- Bulky Metal (not Banned, metal items > 60 pounds or takes 2 people to handle; example: big metal desk)
- Other Bulky (not Banned, non-metal items > 60 pounds or takes 2 people to handle; examples sofa, mattress, wood desk, box spring, etc.)
- Non-Trash = Hazardous, Banned, Bulky Metal, or Appliances (‘White Goods’)
- Trash = Solid waste that is large enough to handle by itself or in a container that is not Non-Trash.
- Commingled = Non-Trash closely mixed with Trash.
- Trivial: there is no trivial amount of Hazardous or Bulky material; a ‘trivial’ amount of Banned material is one relatively small item in one household’s trash.
- Stickered: any material with a ‘Sorry’ sticker on it or any similar material accompanying a Stickered item (it is only necessary to put one sticker on a bunch of non-compliant items to make the whole bunch ‘Stickered’).

This example sticker below, used by North Andover, is included in a modifiable format for you to customize for your community and provided in this toolkit.

**Sample
“Sticker”
left by
North
Andover
haulers on
improperly
prepared
materials.**

Sorry, we are unable to pick up this item with your trash.

State and local laws ban recyclable materials such as this from the trash, and forbid us from picking them up with your trash.

Clean Cardboard can be disposed of in two ways:

1. Flatten and either fold or cut to a size not larger than 30” by 30”. While bundling or bagging your cardboard is preferred for ease of pickup, flattened boxes may also be placed under your recycling bin, or standing up in or between recycling bins – OR –
2. Flatten and take to the Recycling Drop-off Center behind the DPW.

For instructions on how to dispose of other items properly, please see the North Andover DPW’s recycling handout, a copy of which is available at the DPW’s website or at the DPW (below).

Trash costs much more to dispose of than do recycled materials. Recycling saves your tax dollars and your environment.

North Andover Division of Public Works – 384 Osgood Street
(978)685-0950 NorthAndoverRecycles.com

These following rules for Trash Collectors and Recycling Collectors were developed by North Andover for its haulers. Please note, these rules are specific to North Andover, and are meant to serve as guidance and reference as your community develops its own program.

General Rules should be as easy to apply in the field as possible.

R u l e	General Rules for Trash Collectors, in order of priority:	Apply Green 'Banned' Sticker	Disposition
T-1	All Hazardous Waste		Leave it
T-2	Any Metal Bulky - or - Any Bulky items beyond the limit of 1 per week per household		Leave it
T-3	In the case of unusual safety, unusual weather, or unusual littering concerns, use your own good judgment about taking more or less commingled items than	<u>Unusual</u> safety, weather, or littering: use your good judgement	
T-4	Any pizza box placed with trash or not properly prepared and placed with other paper or cardboard		Assume to be contaminated - Take it as trash
T-5	Any pizza box properly prepared and placed with other recyclable paper or cardboard		Assume to be recyclable Leave it - for recycling
T-6	Stickered recyclable materials, or materials left for recycling.		Leave it
T-7	Accessible Trash clearly separated (in a trash bag or trash can) from other items, or large enough to be handled by itself		Take it as trash
T-8	Trash commingled with only a trivial amount (1 small piece) of Banned material		Take it all as trash, even the trivial commingled Banned item
T-9	Banned items commingled (mixed) with trash	X	Leave all commingled trash and Banned materials

**Sample rules
checklist for
North
Andover
Trash
Collectors**

	General Rules for Recycling Collectors, in order of priority:	Apply Green 'Banned' Sticker	Disposition
R-1	All Hazardous Waste		Leave it
R-2	Recyclables left with trash	X	Leave it
R-3	All <u>properly prepared</u> and left recyclables, with or without a sticker		Take it as recyclable
R-4	Improperly prepared recyclable with a sticker		Leave it
R-5	Improperly prepared recyclables	X	Leave it

**Sample rules
checklist for
North
Andover
Recycling
Collectors**

These are examples of scenarios a trash or recycling collector may encounter on the route and recommendations on how to proceed.



Situation A: a huge pile of cardboard boxes, probably with some intermixed trash, but no trash cans and no red bins.

Recommendation to Trash Collector: T-9 'Banned' Sticker and Leave it all

Recommendation to Recycling Collector: R-5 'Banned' Sticker and Leave it all

Observation: Once a sticker is issued, the person who put out the materials has been informed of the situation and is responsible for taking further appropriate action. If they do not then at some point it becomes a case of littering. I suggest that the Police and DPW workers be on the lookout for stickered materials that are not removed from curbside within a reasonable amount of time. Citizens could be enlisted in this effort if there were an e-mail address to send observations to.



Situation B&C: a lot of cardboard, not broken down, with possible intermixed trash, beside one or more full trash cans of trash.

Recommendation to Trash Collector: T-7 Take trash in cans only & T-9 Banned Sticker on box

Recommendation to Recycling Collector: R-5 Banned Sticker and Leave it all



Situation D: 2 trash cans, 3 empty but not-flattened cardboard boxes by trash, not by recycling.

Recommendation to Trash Collector: T-7 Take trash in cans & T-9 Banned Sticker on a box

Recommendation to Recycling Collector: R-3 Take stuff from red bin & R-5 Banned Sticker on box

Situation: same as above except assume cardboard boxes contain loose gooey garbage.

Recommendation to Trash Collector: T-7 Take it all (but eventually we'll need a way to educate homeowners not to contaminate recyclable cardboard by using it for gooey garbage).

Recommendation to Recycling Collector: R-3 Take stuff from red bin

Situation: same as above, assume cardboard boxes contain trash in plastic bags

Recommendation to Trash Collector: T-7 Take trash in cans and in bags & T-9 Banned on a box

Recommendation to Recycling Collector: R-3 Take stuff from red bin & R-5 Banned Sticker on box



Situation E: Recycling has already been taken; not-flattened cardboard beer boxes left beside trash can, pizza boxes in trash can, trash bags lying around.

Recommendation to Trash Collector: T-4 Take assumed-contaminated pizza boxes as trash, T-7 Take trash in cans and bags & T-9 Banned Sticker on a beer box

Recommendation to Recycling Collector: R-3 Take stuff from red bin & R-5 Banned Sticker on a beer box

Observation: In this instance I think the recycler might have stomped on and taken the beer boxes. If we're paying \$70/ton to incinerate trash (after the rates drop to their lowest) then diverting a ton or two of recyclables pays for the recycling person for the whole day.



Situation F: 2 full recycling bins beside empty but not-flattened Pampers cardboard box with pizza box protruding, and one trash can.

Recommendation to Trash Collector: T-4 Take pizza box & T-7 Take trash in can & T-9 Banned Sticker on Pampers box

Recommendation to Recycling Collector: R-3 Take stuff from red bin & R-5 Banned Sticker on Pampers box



Situation G: red bin already emptied, full trash can with a cardboard box with a visible #2 water bottle.

Recommendation to Trash Collector: T-7 Take trash in can & T-9 Banned Sticker on box

Recommendation to Recycling Collector: R-3 Take stuff from red bin & T-9 Banned Sticker on box

In this instance the recycling collector might take the #2 but should certainly sticker the box.



Situation H: trash can with one small piece of cardboard protruding (this may or may not be true in this picture, I see the tan cardboard flap in the front and there may be a tall white cardboard box in the rear; but for the sake of the discussion, assume the only Banned item is the tan cardboard piece), but no other Banned materials.

Recommendation to Trash Collector: T-8 Take all as trash

Recommendation to Recycling Collector: no red recycling bin – no need to stop
The Rug Pad counts as the 1-a-Week non-Metal Bulky item.



Situation I: fluorescent light left with the trash

Recommendation to Trash Collector: T-1 Leave the fluorescent bulb (Hazardous Waste), T-7 Take the rest as trash



Situation J: a whole auto tire left with trash in bags; loose trash and bags in a cardboard box.

Recommendation to Trash Collector: T-9 Banned Sticker on the tire, IF the cardboard box is contaminated (Trash): T-7 Take all the rest as trash – OR – If the box looks recyclable then T-7 Take the trash bags out and T-9 leave any other loose stuff in the box (and it may make sense to put a Banned sticker on the box too, considering how far it is from the tire. In any case, take the hose as trash.



Situation K: a trash can full of sticks (Banned) with a bag of trash on top
Recommendation to Trash Collector: T-7 take the trash bag, T-9 Banned Sticker on the sticks

Quiz A: What to do in this case:



Answer: Take the green thingie as the 1-a-week bulky item, move the 2 cardboard boxes down from on top of the trash cans, leave all the cardboard boxes with a Banned Sticker, and take the rest as trash.

Quiz B: A cardboard box which was stickered is placed with a trash can the next week with a new smear of lard – in other words, the person appears to be trying to circumvent the spirit of the law by trying to make a recyclable into trash.

Quiz C: An unflattened cardboard box of less than or equal to 30”x30”x30” full of flattened cardboard boxes.

Quiz D: A cardboard box is full of packing peanuts.

Quiz E: A cardboard box contains Styrofoam corner blocks and a flat plastic bag.

Quiz F: The wind is blowing hard and there’s a partly-open cardboard box full of Styrofoam peanuts left by the trash can.

Quiz G: A sealed black plastic bag contains just cardboard boxes (square, light).

Quiz H: An open black plastic bag contains just cardboard boxes (square, visible).

Quiz I: A sealed clear plastic bag contains empty cardboard boxes (light, visible).

Quiz J: A sealed black plastic bag contains all aluminum cans (light, sound, etc.).

Quiz K: A paperboard box with a plastic window (dolls, cars, etc.).

Quiz L: A covered trash can, when the cover is taken off, reveals several recyclables commingled with loose trash.

Where/how should the trash collector leave stickered items?

Some prioritized rules on this are:

- 1) Leave the stickered recyclables in such a way that they will not be spread around the yard or street (in a trash can, in a cardboard box, etc.)
- 2) Be sure the ‘Sorry’ sticker is visible.
- 3) The less movement the better, leave it as much as possible like the owner left it.

See the attached leaflet for an example:

(this is the only ‘staged’ picture in this document!)



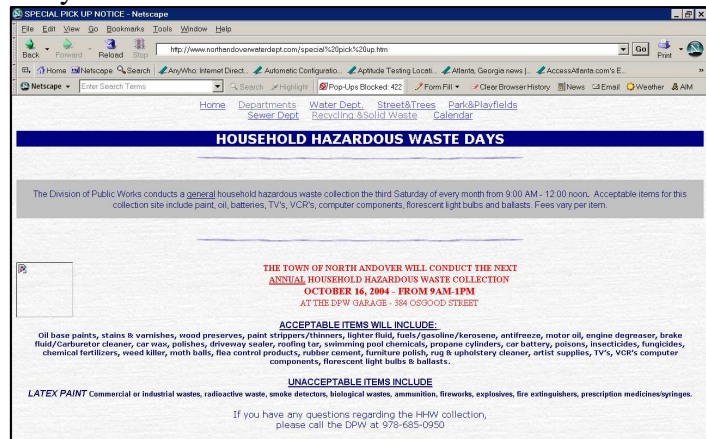
List of Hazardous Wastes that are not to be picked up with trash:

A. Items accepted at Household Hazardous Waste Days:

- 1. Oil Based Paints**
- 2. Stains & varnishes**
- 3. Wood Preservatives**
- 4. Paint**
Strippers/thinners
- 5. Lighter fluid**
- 6. Fuels/ gasoline/**
kerosene
- 7. Antifreeze**
- 8. Motor Oil**
- 9. Engine Degreaser**
- 10. Brake Fluid/**
Carburetor Cleaner
- 11. Car wax**
- 12. Car & Nail Polishes**
- 13. Driveway Sealer**
- 14. Roofing tar**
- 15. Swimming pool**
chemicals
- 16. Propane cylinders**
- 17. Car batteries**
- 18. Poisons**
- 19. Insecticides**
- 20. Fungicides**
- 21. Chemical fertilizers**
- 22. Weed killer**
- 23. Moth balls**
- 24. Flea control products**
- 25. Rubber cement**
- 26. Furniture polish**
- 27. Rug & upholstery**
cleaner
- 28. Artist supplies**

B. Items not accepted at Household Hazardous Waste Days:

1. Liquid latex paint (just let it dry out thoroughly and then dispose of in trash)
2. Commercial or industrial wastes
3. radioactive waste
4. smoke detectors
5. biological wastes
6. ammunition
7. fireworks
8. explosives
9. fire extinguishers
10. prescription medicines/syringes



C. <http://www.mass.gov/dep/recycle/hazards/hhwhome.htm>

1. Asbestos
2. Certain batteries
3. Some photo chemicals
4. Muriatic Acid
5. Full or partially full aerosol containers
6. Pesticides

Items which are only accepted at the DPW drop-off on the 3rd Saturday of each month:

1. TVs & CRTs
2. VCRs
3. Computer components
4. Florescent light bulbs & ballasts

D. Waste Bans list at <http://www.state.ma.us/dep/bwp/dswm/files/wbgidy2k.doc> includes:

1. "Other hazardous wastes as defined in 310 CMR 30": the Commonwealth provides a 14 page list of specific hazardous wastes and the methods and procedures for determining whether other materials are hazardous at <http://www.mass.gov/dep/bwp/dhm/files/regs/310cmr30.pdf>.
2. "Infectious wastes as defined in 105 CMR 480", The Commonwealth's *Storage and Disposal of Infectious or Physically Dangerous Medical or Biological Waste State Sanitary Code Chapter VII* document at <http://www.mass.gov/dph/dcs/105cmr480.pdf> states that it shall "apply to all generators of infectious or physically dangerous medical or biological waste except for private residence